

Appendix B

Historically Underutilized Business (HUB) Subcontracting Plan

ORIGINAL



HUB SUBCONTRACTING PLAN (HSP)

QUICK CHECKLIST

While this HSP Quick Checklist is being provided to merely assist you in readily identifying the sections of the HSP form that you will need to complete, it is very important that you adhere to the instructions in the HSP form and instructions provided by the contracting agency.

VENDOR WILL NEED TO COMPLY WITH ONE OF THE FOLLOWING PROCESS BELOW (A-E):

☐ **A. SUBCONTRACTING ONLY WITH (100%) TEXAS CERTIFIED HUB VENDORS**

If you will be awarding all of the subcontracting work you have to offer under the contract to only Texas certified HUB vendors, complete:

- 1) Section 1 (page 2) Respondent and Requisition Information
- 2) Section 2 a. (page 3) Yes, I will be subcontracting portions of the contract
- 3) Section 2 b. (page 3) List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to Texas certified HUB vendors
- 4) Section 2 c. (page 3) Yes
- 5) Section 4 (page 4) Affirmation- Sign and date
- 6) (page 5) **GFE Method A (Attachment A)** – Complete an Attachment A for each of the subcontracting opportunities you listed in Section 2 b.

☐ **B. SUBCONTRACTING OPPORTUNITIES WILL BE PERFORMED USING HUB MENTOR PROTÉGÉ PROGRAM**

- ☐ Section 1 (page 2) Respondent and Requisition Information
- ☐ Section 2 a. (page 3) Yes, I will be subcontracting portions of the contract
- ☐ Section 2 b. (page 3). List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to HUB Protégé (skip Section 2c and 2d)
- ☐ Section 4 (page 4) Affirmation- Sign and date
- ☐ (page 6 & 7) **GFE Method B (Attachment B)** – Complete Section B-1, B-2 and B-4 for each HUB Protégé subcontracting opportunity as applicable

☐ **C. SUBCONTRACTING ONLY WITH TEXAS CERTIFIED HUB AND NON-HUB VENDORS- MEETS OR EXCEEDS THE HUB GOAL**

If you will be subcontracting any portion of the contract to Texas certified HUB vendors and Non-HUB vendors, and the aggregate percentage of all the subcontracting work you will be awarding to the Texas certified HUB vendors with which you have a continuous contract* in place for five (5) years or less meets or exceeds the HUB Goal the contracting agency identified in the "Agency Special Instructions/Additional Requirements",

complete: **SEE SPECIAL INSTRUCTIONS**

- 7) Section 1 (page 2) Respondent and Requisition Information
- 8) Section 2 a. (page 3) Yes, I will be subcontracting portions of the contract
- 9) Section 2 b. (page 3) List all the portions of work you will subcontract, and indicate the percentage of the contract you expect to award to Texas certified HUB vendors and Non-HUB vendors
- 10) Section 2 c. (page 3) Yes
- 11) Section 2 d. (page 3) Yes- Texas Certified HUBs
- 12) Section 4 (page 4) Affirmation- Sign and date
- 13) (page 5) **GFE Method A (Attachment A)** – Complete an Attachment A for each of the subcontracting opportunities you listed in Section 2 b

☐ **D SUBCONTRACTING ONLY WITH TEXAS CERTIFIED HUB AND NON-HUB VENDORS- DOES NOT MEET OR EXCEED THE HUB GOAL**

If you will be subcontracting any portion of the contract to Texas certified HUB vendors and Non-HUB vendors or only to Non-HUB vendors, and the aggregate percentage of all the subcontracting work you will be awarding to the Texas certified HUB vendors with which you have a continuous contract* in place for five (5) years or less does not meet or exceed the HUB Goal the contracting agency identified in the "Agency Special Instructions/Additional Requirements", complete: **SEE SPECIAL INSTRUCTIONS**

- 14) Section 1 (page 2) Respondent and Requisition Information
- 15) Section 2 a. (page 3) Yes, I will be subcontracting portions of the contract
- 16) Section 2 b. (page 3) List all the portions of work you will subcontract, and indicated the percentage of the contract you expect to award to Texas certified HUB vendors and Non-HUB vendors
- 17) Section 2 c. (page 3) No
- 18) Section 2 d. (page 3) No
- 19) Section 4 (page 4) Affirmation Sign and date
- 20) (page 6 & 7) **Method B (Attachment B)**- Must submit supporting documentation under Section B-3 & "HUB Subcontracting Opportunity Notification Form"

☐ **E. WILL NOT BE SUBCONTRACTING (STW will not be subcontracting)**

If you will not be subcontracting any portion of the contract and will be fulfilling the entire contract with your own resources, complete:

- 21) Section 1 (page 2) Respondent and Requisition Information
- 22) Section 2 a. (page 3) No, I will not be subcontracting any portion of the contract, and I will be fulfilling the entire contract with my own resources
- 23) Section 3 (page 4) Self Performing Justification
- 24) Section 4 (page 4) Affirmation - Sign and date

***Continuous Contract:** Any existing written agreement (including any renewals that are exercised) between a prime contractor and a HUB vendor, where the HUB vendor provides the prime contractor with goods or service under the same contract for a specified period of time. The frequency the HUB vendor is utilized or paid during the term of the contract is not relevant to whether the contract is considered continuous. Two or more contracts that run concurrently or overlap one another for different periods of time are considered by CPA to be individual contracts rather than renewals or extensions to the original contract. In such situations the prime contractor and HUB vendor are entering (have entered) into "new" contracts.



HUB SUBCONTRACTING PLAN (HSP)

In accordance with Texas Gov't Code §2161.252, the contracting agency has determined that subcontracting opportunities are probable under this contract. Therefore, all respondents, including State of Texas certified Historically Underutilized Businesses (HUBs) must complete and submit this State of Texas HUB Subcontracting Plan (HSP) with their response to the bid requisition (solicitation).

NOTE: Responses that do not include a completed HSP shall be rejected pursuant to Texas Gov't Code §2161.252(b).

The HUB Program promotes equal business opportunities for economically disadvantaged persons to contract with the State of Texas in accordance with the goals specified in the 2009 State of Texas Disparity Study. The statewide HUB goals defined in 34 Texas Administrative Code (TAC) §20.13 are:

- **11.2 percent for heavy construction other than building contracts,**
- **21.1 percent for all building construction, including general contractors and operative builders contracts,**
- **32.7 percent for all special trade construction contracts,**
- **23.6 percent for professional services contracts,**
- **24.6 percent for all other services contracts, and**
- **21 percent for commodities contracts.**

- - Agency Special Instructions/Additional Requirements - -

In accordance with 34 TAC §20.14(d)(1)(D)(iii), a respondent (prime contractor) may demonstrate good faith effort to utilize Texas certified HUBs for its subcontracting opportunities if the total value of the respondent's subcontracts with Texas certified HUBs meets or exceeds the statewide HUB goal or the agency specific HUB goal, whichever is higher. When a respondent uses this method to demonstrate good faith effort, the respondent must identify the HUBs with which it will subcontract. If using existing contracts with Texas certified HUBs to satisfy this requirement, only contracts that have been in place for five years or less shall qualify for meeting the HUB goal. This limitation is designed to encourage vendor rotation as recommended by the 2009 Texas Disparity Study.

DIR's HUB Goal for this bidding opportunity is 21%. Failure to complete and comply with the current HSP form may disqualify the bid response. The following documentation should be completed with the HSP:

- **Section 4 Affirmation-** must be signed and dated;
- **Method B (Attachment B)** -must provide documentation under Section B-3 with response (if applicable);
- **Actual % and dollar amounts** must be used on HSP form (if applicable).

For assistance in completing the HSP, contact the HUB Coordinator, at dir.hub@dir.texas.gov or lisa.maldonado@dir.texas.gov 512-463-5662 or lynn.sanchez@dir.texas.gov 512-463-9813

SECTION 1 RESPONDENT AND REQUISITION INFORMATION

a. Respondent (Company) Name: STW, Inc.

State of Texas VID #: 1752427816900
/ 74330

Point of Contact: David Johnson

Phone #: (817) 329-1711, 202

E-mail Address: djohnson@stwinc.net

Fax #: (817) 421-0206

b. Is your company a State of Texas certified HUB? ☐ - Yes ☒ - No

c. Requisition/ DIR-TSO-TMP-221
Contract # _____

Bid Open/ February 8, 2014
Revision Date: _____

Enter your company's name here: STW, Inc.

Requisition /Contract #: DIR-TSO-TMP-221

SECTION 2 SUBCONTRACTING INTENTIONS

After dividing the contract work into reasonable lots or portions to the extent consistent with prudent industry practices, and taking into consideration the scope of work to be performed under the proposed contract, including all potential subcontracting opportunities, the respondent must determine what portions of work, including goods and services, will be subcontracted. Note: In accordance with 34 TAC §20.11., an "Subcontractor" means a person who contracts with a prime contractor to work, to supply commodities, or to contribute toward completing work for a governmental entity.

a. Check the appropriate box (Yes or No) that identifies your subcontracting intentions:

- ☐ - **Yes**, I will be subcontracting portions of the contract. (If **Yes**, complete Item b, of this SECTION and continue to Item c of this SECTION.)
- ☒ - **No**, I will not be subcontracting any portion of the contract, and I will be fulfilling the entire contract with my own resources. (If **No**, continue to SECTION 3 and SECTION 4.)

b. List all the portions of work (subcontracting opportunities) you will subcontract. Also, based on the total value of the contract, identify the percentages of the contract you expect to award to Texas certified HUBs, and the percentage of the contract you expect to award to vendors that are not a Texas certified HUB (i.e., Non-HUB).

Item #	Subcontracting Opportunity Description	HUBs		Non-HUBs
		Percentage of the contract expected to be subcontracted to HUBs with which you have a <u>continuous contract</u> * in place for five (5) years or less.	Percentage of the contract expected to be subcontracted to HUBs with which you have a <u>continuous contract</u> * in place for more than five (5) years.	Percentage of the contract expected to be subcontracted to non-HUBs .
1		%	%	%
2		%	%	%
3		%	%	%
4		%	%	%
5		%	%	%
6		%	%	%
7		%	%	%
8		%	%	%
9		%	%	%
10		%	%	%
11		%	%	%
12		%	%	%
Total Aggregate percentages of the contract expected to be subcontracted (all 3 columns cannot exceed 100%):		%	%	%

(Note: If you have more than twelve subcontracting opportunities, a continuation sheet is available online at <http://window.state.tx.us/procurement/prog/hub/hub-subcontracting-plan/>)

c. Check the appropriate box (Yes or No) that indicates whether you will be using only Texas certified HUBs to perform all of the subcontracting opportunities you listed in SECTION 2, Item b.

- ☐ - **Yes** (If **Yes**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method A (Attachment A)" for each of the subcontracting opportunities you listed.)
- ☐ - **No** (If **No**, continue to Item d, of this SECTION.)

d. Check the appropriate box (Yes or No) that indicates whether the **aggregate expected percentage** of the contract you will subcontract with Texas certified HUBs with which you have a continuous contract* in place with for five (5) years or less **meets or exceeds** the HUB goal the contracting agency identified on page 1 in the "Agency Special Instructions/Additional Requirements".

- ☐ - **Yes** (If **Yes**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method A (Attachment A)" for each of the subcontracting opportunities you listed.)
- ☐ - **No** (If **No**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method B (Attachment B)" for each of the subcontracting opportunities you listed.)

**Continuous Contract: Any existing written agreement (including any renewals that are exercised) between a prime contractor and a HUB vendor, where the HUB vendor provides the prime contractor with goods or service under the same contract for a specified period of time. The frequency the HUB vendor is utilized or paid during the term of the contract is not relevant to whether the contract is considered continuous. Two or more contracts that run concurrently or overlap one another for different periods of time are considered by CPA to be individual contracts rather than renewals or extensions to the original contract. In such situations the prime contractor and HUB vendor are entering (have entered) into "new" contracts.*

Enter your company's name here: STW, Inc.

Requisition/contract #: DIR-TSO-TMP-221

SECTION 3 SELF PERFORMING JUSTIFICATION (If you responded "No" to SECTION 2, Item a, you must complete this SECTION and continue to SECTION 4.)

Check the appropriate box (Yes or No) that indicates whether your response/proposal contains an explanation demonstrating how your company will fulfill the entire contract with its own resources.

- ☐ - **Yes** (If **Yes**, in the space provided below **list the specific page(s)/section(s)** of your proposal which explains how your company will perform the entire contract with its own equipment, supplies, materials and/or employees.)
- ☒ - **No** (If **No**, in the space provided below **explain how** your company will perform the entire contract with its own equipment, supplies, materials and/or employees.)

STW provides a full range of implementation services designed to optimize these applications and minimize the problems associated with major technological changes. These services include:

Pre-installation consulting via a Project Plan.
Full system implementation.
Complete User training.
Post installation consulting and start up support.
On-going support services for the Entities.

Project Planning and Organization tasks include the establishment of the STW project team and the provision of a Project Kickoff/Pre-installation Meeting. During the Project Kickoff Meeting, STW shall meet with the Entity's assigned project team members and stakeholders to provide a project overview, to discuss project expectations, and to review intended outcomes. This activity also identifies and communicates specific project tasks to be undertaken by STW and the Entities. Timeframes shall be established for the development of project management deliverables under this Statement of Work, including Project Plan, Communication Plan, Responsibility Matrix, and Risk Management Plan.

Project Plan

The STW Project Manager shall manage STW activities through the STW Project Plan. The STW Project Plan shall describe tasks, estimated duration, task dependencies and estimated completion dates for tasks defined within the Statement of Work. The STW Project Plan shall describe the elements and define associated deliverables and resources.

The STW Project Manager shall coordinate with the Entity's assigned Project Manager by regularly providing an up-to-date STW Project Plan to maintain and manage the master project schedule including the development of schedules, determination and assignment of tasks, and schedule adjustments and may be made available for online viewing.

The initial STW Project Plan shall be developed in conjunction with the Entity's Project Manager upon project commencement and shall be submitted for acceptance. The activities that are scheduled to begin between submission of the initial STW Project Plan and acceptance thereof shall not be delayed before acceptance of the initial STW Project Plan.

Responsibility Matrix

The STW Project Manager shall develop a Responsibility Matrix as part of the Project Plan defining the various project activities and deliverables. For each project activity and deliverable, this document shall define each STW project team member's responsibility and each Entity assigned project team member's responsibility. The Responsibility Matrix shall be maintained and revised throughout the course of the project, as necessary.

Risk Management Plan

The STW Project Manager shall establish a Risk Management Plan, which shall be used to evaluate and monitor those items that have the potential of impacting project cost or schedule. Once an item is identified as a potential risk, it shall be assessed for criticality. If deemed critical, mitigation plans shall be developed and reviewed with the Entity's assigned Project Manager.

STW Project Manager Responsibilities

1. Designate a Project Manager who will direct STW's efforts and serve as the primary point of contact for the Customer.
2. Coordinate and conduct the Project Kickoff Meeting.
3. Develop and maintain the STW Project Plan including the Responsibility Matrix to be delivered within thirty (30) days from the Project Kickoff Meeting.
4. Develop and maintain the Risk Management Plan.
5. Develop and maintain the Change Control Management Plan.
6. Coordinate and oversee the completion of all line items in this contract according to the SOW and Project Plan as described in Deliverable Management.
7. Conduct status meetings via telephone, e-mail, and/or on-site, with the Customer's Project Manager and designated staff on a regular basis, or as may otherwise be reasonably required to discuss project status.
8. Provide frequent Status Reports as agreed upon by both parties.
9. Coordinate resolution to items deviating from the Project Plan, SOW or Contract as outlined in the Change Control Management Plan.

10. Provide timely responses to issues related to project progress raised by the Customer's Project Manager.

Client Responsibilities

The Client is responsible for the following items.

1. Designation of a project manager(s) for the Entities that will serve as the primary contact for STW at the Entities and have the authority to approve project deliverables and accept working modifications to the project scope. The Entities assigned Project Manager(s) will provide coordination services. The designated project manager(s) should have authority to coordinate activities within the Entities and to approve invoices and contract changes with STW.
2. Designation of a training coordinator that will work with the STW project manager to schedule training. The training coordinator should see that personnel are available and relieved of routine duties during scheduled training sessions.
3. Any required facility improvements such as power outlets, building wiring, etc.
4. Any required communications circuits, including authorization and interfacing to current Entity applications.
5. Certified Windows Network or any additional hardware to make the network properly function for this project, except as specified in this proposal.
6. All hardware, software and services required to install and support Local Area Network (LAN) and Wide Area Network (WAN) communications links within the Entity or between remote locations.
7. All required computer hardware, operating systems, database management systems, or additional third party products that may be required and not purchased through this agreement. See recommended hardware requirements in the Appendix.
8. Mobile Computers, Meter Reader equipment and related mounts, power supplies and accessories, etc..
9. Bar code readers and printers, etc. for Fixed Asset management, if not purchased as a result of this RFP.
10. The Identification of a valid GIS Mapping source, and a robust Geo-File in Shape File or other common format.
11. Any hardware not specifically specified in this proposal, including, but not limited to additional workstations or replacement workstations as requested or required.

Training

- Training Methodology
- Training Options
- Training Requirements
- Syllabus Information

Training Plan

STW, Inc. understands that one of the most important elements of any system installation is a complete, well planned, and well executed personnel training program. A well structured training program can significantly shorten the implementation cycle, minimize disruptions to operations, bolster user acceptance of the new system and increase the over effectiveness of the installed system.

Training requirements start with complete, well designed computer systems. STW, Inc. products are designed from the ground up to be easy to use, incorporate good human factors engineering, and provide maximum on-line help facilities as a standard part of operation. The windows browser architecture allows a superior operator interface that is much easier to learn than traditional systems.

Training programs are designed to emphasize the operational and "man-machine" interface aspects of system operation. Every effort is made to develop a concise and simple methodology for instruction. This helps insure maximum system utility and acceptance while minimizing the time required for training. Hands-on training, using the actual operational system, is provided whenever possible. Complete documentation is a prerequisite to effective training and is provided for all operational personnel.

We would like to emphasize that the training provided is considered a key part of the system and not an activity incidental to the system procurement. In addition, continued on-going support is provided as a part of the normal service contracts

Training Approach

New systems require new skill, new operational concepts, and new procedures. To help minimize the impact of new systems on the organization, STW structures a complete training program with each system. Each training program is customized to the Entity's unique requirements. It is designed not only to insure a rapid, successful system installation, but to help provide an on-going in-house training capability that can accommodate normal personnel changes and employee turnover.

Training programs are designed to emphasize the operational and "man-machine" interface aspects of system. Every effort is made to develop a concise and simple methodology for instruction. This helps insure maximum system utility and acceptance while minimizing the time required for training. Hands-on training, using the actual operational system, is provided whenever possible.

Training Facility

STW prefers to conduct training on the Entity's premises using the Entity's production system. This training may be at individual workstations, but can be done in a constructed classroom environment, away from normal operational distractions.

In most installations, STW prefers to train on the Entity's actual hardware and installed system just prior to live system operation. This provides full table data, test data, and an environment identical to the production environment. This simplifies training for users and minimizes problems associated with initial system live operation.

Staffing and Scheduling

A well designed training program requires that personnel be given dedicated classroom training time. In most cases it is impossible to do effective training while personnel are handling routine and normal duties and assignments. In many cases this requires special scheduling commitments by the Entities.

STW fully recognizes the difficulty in scheduling time for personnel to attend classes. Staffing problems, turn-over, and multi-shift operations create unique training problems. STW will therefore work with the Entities to develop an effective training schedule that can meet these requirements. Training may be conducted in multiple sessions at any time in order to accommodate multi-shift operations.

Training is conducted in accordance with the established implementation plan, immediately prior to live system operation. Multiple sessions are given, as needed, to accommodate shift operations. Practice and special sessions can also be accommodated. We encourage the Entities to make personnel available for practice sessions as much as possible. Some spare time reading and/or study is beneficial and is encouraged.

Direct Training

In most installations, STW prefers to put our own training personnel on site and do direct training of customer personnel. This is opposed to "train-the-trainer" approaches in which customer training personnel receive initial training and then conduct operator training. Our experience indicates that this provides the most effective approach and quickest system implementations.

Customer training personnel are welcome to attend classes and special accommodations can be made to provide additional instruction for them that will result in on-going, in-house training capability for the Entities.

Training Coordinator

Major new automated systems invariably require changes to Entity procedures and operational practices. Changes to operational practices can often significantly improve the effectiveness of the new system, but can at times be difficult to convey to the Entities staff. It is for this reason that instruction be tailored to best suit the needs of the Entities rather than conducting classes on generalized subject matter. Typically during system training, questions involving Entity procedures and policy will arise that can most effectively be addressed by Entity personnel. As such, STW, Inc. requires that the customer assign a training coordinator to work with STW personnel. The designated training coordinator in some cases may be the same as the designated project manager. The responsibilities of the training coordinator include the following:

- Make arrangements and assignments for all required personnel to attend training with their appropriate functional group.
- Coordinating training schedules internally, including personnel and facilities.
- Coordinating with STW personnel to develop the most effective possible training schedule and program.
- Working with STW personnel to develop training programs and materials that reflect unique Entity requirements, terminology, and procedures.
- Provide data entry policies and procedures for each functional group.
- Follow up with any training attendees who may need extra help and assistance in order to grasp needed concepts.

The designated Entity Training Coordinator should be available during most of the training sessions and should participate in as many training courses as possible; especially at the start of the training cycle.

Training Classes

STW normally structures a customized training plan to meet each Entity's requirements based on the system components selected by the Entities and types of users to be trained. Training costs have been indicated in the pricing section of the proposal. STW, Inc. has indicated training for the Entities sufficient to introduce the administration and operation of the system to each Entity, as indicated in the pricing proposal. Additional training will be available to the Entities at standard daily-published rates.

Go Live Assistance

The first days after switching from the Entity's old applications to the new STW system can be an exciting time for Entity's management and personnel. To assist with the transition and to minimize the disruption caused by any new system, STW provides Go-Live Assistance to all of our customers. During this time STW offers a high level of direct, on-site support from our entire staff to help transition Entity staff into the new STW system.

STW Go-Live Assistance is considered a key part of the system and not an activity incidental to the system procurement. The objective of the STW Go-Live assistance program is to provide focused onsite assistance from qualified STW technical staff or system trainers to assist with any issue that may arise associated with live operations on the new application(s). Issue may span all aspects of system operation

including, supporting Entity personnel that have not had the opportunity to take full advantage of the training programs offered, help on various aspects of the system operations and problem correction if any should arise. During the Go-Live period the STW technical staff will assist the Entities to identify personnel who may need additional assistance and follow-up.

Go-Live scheduling will be determined by the Entities in conjunction with the STW project manager and the STW Client Service Team lead. Go-live will occur after Administrative Training, End User Training and following the completion of any custom developed components as part of the project deliverables.

Implementation Plan

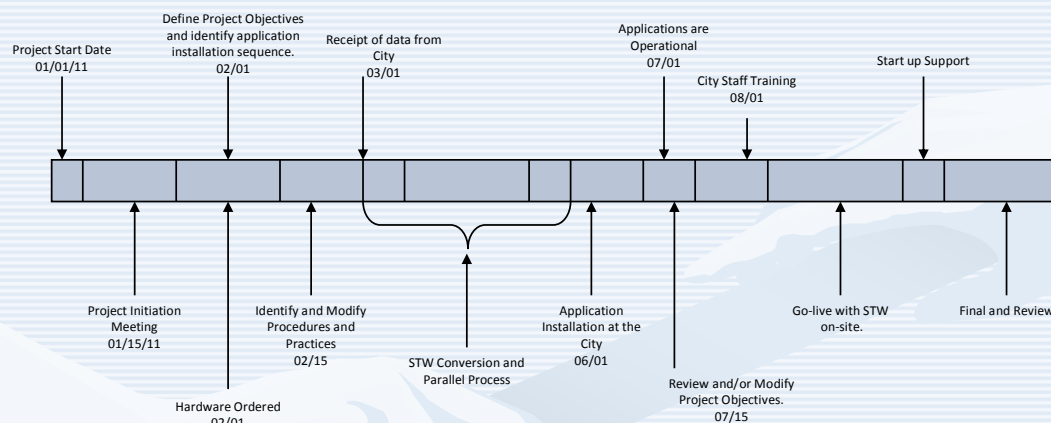
On average a complete installation usually takes about four months from contract execution. The length of installation is dependent upon the number of modules the Entities purchases. This timeframe generally includes receipt of front-end work to acquire required data files, assemble the software, order the hardware and/or communications, and to develop the internal procedures required to sufficiently support application implementation.

The implementation timeline devised is based upon purchase of all modules STW has proposed.

The illustration shows a typical implementation cycle for a small to mid-size project. Obviously, this timeline can be expanded or contracted depending on individual Entity requirements and the complexity of the project. Variances and individual Entity requirements will be taken into account during initial project meetings and

Typical Project Implementation Timeline

STW and City Implementation Responsibilities



modifications made as required.

Implementation Plan

Following execution of the contract, key STW personnel will evaluate the contract, proposal, and supporting information data relative to the project. Based on this initial analysis, STW designates a project manager and determines approximate resources that will be required to implement the system and fulfill both contractual requirements and customer expectations. The Project Manager will work with the Entities to derive the project plan and establish a working implementation schedule. The STW Project Manager shall work closely with the Entity's assigned Project Manager to coordinate project activities and resources, to provide project status reporting, and to ensure the quality of STW deliverables. The first project activity will be to coordinate the Project Organization Meeting.

Project Organization Meeting

As soon as possible, the assigned STW project manager will contact the Entities and arrange for an initial Project Organization Meeting. The initial project organization meeting is a facilitated work session designed to establish project organization and reporting and to set initial parameters on the overall project implementation. A key objective of this meeting is to provide implementation assistance to customer

personnel and answer outstanding questions and concerns related to the project. The desired objectives of the meeting include the following.

- Introduce key STW project personnel to members of the Entities.
- Answer key customer questions and address concerns related to the project.
- Review contractual requirements and overall scope of the project.
- Establish an initial project organization and reporting procedure for the project
- Establish an initial implementation schedule for the project.
- Identify any known administrative delays that may affect project implementation.

This initial meeting refrains from detailed technical discussions on technical issues. These are generally deferred to subsequent longer working sessions with applicable customer groups.

Project Definition Site Visit

Following a successful project organization meeting, the STW project manager will arrange for the Project Definition Site Visit to more effectively review the more technical details of the implementation. Depending on the size of the project, this visit may be accomplished as an extension of the project organization meeting or scheduled for a separate, more prolonged session. The purpose of this visit includes the following:

- Insure that customer Entity personnel understand the conceptual details of the systems and have a grasp of the operational requirements.
- Define table data and other information that will be required to allow STW to configure the system for installation at the customer site.
- Perform general data collection and fact finding.

Following this site visit, the STW project manager will summarize outstanding items, document the project, and provide a definitive project schedule in an Internal Reference Specification (IRS). Copies of this will be provided for the Entities and reviewed with Entity management to help insure that the project is on track and that both parties have a firm understanding of the overall project.

Project Plan

The Internal Reference Specification presents a complete project plan for the implementation. In smaller systems, this may be as short as a summary of important tasks. In larger implementations, it is a complete plan with detailed schedules and tasks that are tracked. In all cases a detailed schedule with appropriate timelines and/or charts is included. The project plan may be updated during the life of the project if necessary.

The project plan will also identify team members and summarize their assignment with the project.

System Configuration

Following the on-site visits, the assigned STW installation team will pre-configure the system for installation in the Entity's location. These activities include constructing the database and building the operational and control tables according to the defined requirements. Pre-configuring the systems minimizes time STW personnel must be on-site and helps minimize disruption to operations during the installation and training process.

System Installation

STW prefers to install the systems in a single extended visit. This includes installing computer hardware, databases, and applications. It also includes providing all training, data conversion, and other tasks incidental to live operation. These activities require an installation team consisting of network and hardware personnel, training specialists, and application specialists. The installation team may be on site from 2 to 6 weeks or longer, depending on the complexity of the installation and number of applications.

Actual installation timelines vary with the size of the Entity and the complexity of the purchased applications. Normally, actual physical system installation will only take a day or two, with the balance of the installation time allocated for system testing and user training. During this time, STW systems personnel will configure servers, install databases, and complete installation of control tables, security access tables, and other data required for operation. They will also set up distribution sets centrally on the servers and install any client software, if needed, on computers throughout the Entity's location.

STW requires a dedicated, quiet area to work in and access to the building and computer facilities during this period. The Entity project manager and systems personnel should be available during this period and are invited to sit in and work with STW personnel in order to familiarize themselves with the systems. It is also important to have network and systems management personnel available or accessible, to insure that we install according to local standards and practices and do not interfere with other operational systems that may be running.

System Training

As soon as the systems are installed the training process begins. Normally, training takes from a few days to a few weeks, depending on the size of the Entity and the number of system modules being installed. Key aspects of system training are as follows.

- Training is structured to the requirements of the Entities. STW is highly flexible on course hours, times, days, etc. Courses may be given multiple times to accommodate shift and other scheduling requirements.
- STW normally provides training manuals and any other materials required for the training.
- Training plans must be pre-defined and personnel dedicated to the training courses.

- A dedicated training area may/should be set up that can accommodate the scheduled classes. This classroom should accommodate individual workstations for each student. STW will supply projects or other training aids as required.
- Training is generally done on the Entity's site using the actual operational system.
- In most cases, live operation can begin immediately after training is completed. Many sites actually practice on live data that is retained at the completion of the training course. If dummy data is used during training, it will be purged by STW upon completion of the training program. STW does not recommend delays and/or practice time after training; training should begin immediately upon completion of the prescribed training.

SECTION 4 AFFIRMATION

As evidenced by my signature below, I affirm that I am an authorized representative of the respondent listed in SECTION 1, and that the information and supporting documentation submitted with the HSP is true and correct. Respondent understands and agrees that, if awarded any portion of the requisition:

- The respondent will provide notice as soon as practical to **all** the subcontractors (HUBs and Non-HUBs) of their selection as a subcontractor for the awarded contract. The notice must specify at a minimum the contracting agency's name and its point of contact for the contract, the contract award number, the subcontracting opportunity they (the subcontractor) will perform, the approximate dollar value of the subcontracting opportunity and the expected percentage of the total contract that the subcontracting opportunity represents. A copy of the notice required by this section must also be provided to the contracting agency's point of contact for the contract no later than ten (10) working days after the contract is awarded.
- The respondent must submit monthly compliance reports (Prime Contractor Progress Assessment Report – PAR) to the contracting agency, verifying its compliance with the HSP, including the use of and expenditures made to its subcontractors (HUBs and Non-HUBs). (The PAR is available at <http://www.window.state.tx.us/procurement/prog/hub/hub-forms/progressassessmentrpt.xls>).
- The respondent must seek approval from the contracting agency prior to making any modifications to its HSP, including the hiring of additional or different subcontractors and the termination of a subcontractor the respondent identified in its HSP. If the HSP is modified without the contracting agency's prior approval, respondent may be subject to any and all enforcement remedies available under the contract or otherwise available by law, up to and including debarment from all state contracting.
- The respondent must, upon request, allow the contracting agency to perform on-site reviews of the company's headquarters and/or work-site where services are being performed and must provide documentation regarding staffing and other resources.

SIGNATURE OF FILE

David Johnson

President

03/27/2014

Signature

Printed Name

Title

Date
(mm/dd/yyyy)

REMINDER:

- If you responded "**Yes**" to **SECTION 2, Items c or d**, you must complete an "HSP Good Faith Effort - Method A (Attachment A)" for **each** of the subcontracting opportunities you listed in SECTION 2, Item b.
- If you responded "**No**" **SECTION 2, Items c and d**, you must complete an "HSP Good Faith Effort - Method B (Attachment B)" for **each** of the subcontracting opportunities you listed in SECTION 2, Item b.

